

AFRICAN PRIDE

BOOKING CONDITIONS

Your contract is with The Knavesmire Travel Group Limited trading as African Pride (The Company) whose registered office is at Becket House, 36 Old Jewry, London, ECR 8DD, company registration number: 10863911. The trading address is at: Box Tree House, Northminster Business Park, York, YO26 6QU. In these conditions, “you & your” means all persons named on the booking (including anyone who is added or substituted after booking) and each or any of them as applicable.

1. Your Booking Contract When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A binding contract between us will come into existence as soon as we issue our confirmation invoice. This contract is made on the terms of these booking conditions, which are governed by English law which will also apply to any dispute, claim or other matter of any description which arises between us (“claim”). We both agree that any claim must be dealt with under ABTA’s scheme for the resolution of disputes or by the courts of England and Wales. Residents of Scotland and Northern Ireland may however, choose the law and jurisdiction of your home country for your contract and any claim should you wish to do so. These conditions can change at any time and should this occur, any new conditions will apply to all new confirmed bookings made from the date of any change. A copy of the latest up to date booking conditions applicable to your booking will be provided with our quotation and are available on our website. We hold an ATOL issued by the CAA (11344) and are members of ABTA (W156X).

2. Your Financial Protection The Knavesmire Travel Group Ltd trading as African Pride is a company committed to customer satisfaction and consumer financial protection. We provide financial protection for our package holidays at no extra cost to you. (1) For flight based holidays this is through our Air Travel Organisers Licence (ATOL) no. 11344 issued by the Civil Aviation Authority of Gatwick Airport South, West Sussex, RH6 0YR, tel: +44 (0)333 103 6350, email claims@caa.co.uk and www.caa.co.uk. When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate (via our authorised agent through which you booked or directly). This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. We will provide the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where we aren’t able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform these obligations and you agree to pay any money outstanding to be paid by you under the contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable). If we are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or

confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that body has paid sums you have claimed under the ATOL scheme. (2) When you buy a package holiday that does not include a flight, protection is provided by way of an insurance policy. We are therefore pleased to announce that, at no extra cost to you, and in accordance with the current “The Package Travel, Package Tours Regulations” all passengers booking with The Knavesmire Travel Group Ltd t/a African Pride are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form. The policy will also include repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of The Knavesmire Travel Group Ltd t/a African Pride

This Policy is issued by Evolution Insurance Company Limited which is registered in Gibraltar No. 88737 with a registered office at 5/5 Crutchett’s Ramp, Gibraltar, GX11 1AA. Evolution Insurance Company Limited is authorised and regulated by the Financial Services Commission in Gibraltar and authorised and subject to limited regulation by the Financial Conduct Authority (FCA) in the UK. Details about the extent of our authorisation and regulation by the FCA are available from us on request.

In the unlikely event of insolvency of The Knavesmire Travel Group Ltd t/a African Pride please follow the procedures below:

Claims should be submitted in writing, supported by documented evidence quantifying the value of the claim, to: Evolution Insurance Solutions Limited, 53A High Street, Saffron Walden, Essex, CB10 1AA or via email to claims@evo-insurance.com

Policy exclusions: This policy will not cover any monies paid back to you by your Travel Insurance or any losses which are recoverable under another insurance or bond (with the exception of Credit and Debit card). This policy will also not cover any loss sustained by Passenger(s) booked on a flight-inclusive package sold and commencing within the United Kingdom.

Data Protection - The Insurer is the controller of the personal data provided in relation to this Policy. The Insurer is registered with the Gibraltar Regulatory Authority (GRA) as a data controller and is listed on the Register of Data Controllers under registration number DP003699. The Insurer’s full Privacy Notice is available at www.evo-insurance.com/privacy.

3. ABTA We are a member of ABTA, membership number W156X. We are obliged to maintain a high standard of service to you by ABTA’s Code of Conduct. We can also provide you ABTA’s scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can’t resolve your complaint go to www.abta.com to use ABTA’s simple procedure. Further information on the Code and ABTA’s assistance in resolving disputes can be found on www.abta.com.

4. Your Booking Price And Payment You will be advised of the current price of the arrangements requested in a quotation before you confirm your booking, and once the booking is confirmed on our confirmation invoice. When you make your booking you must pay a minimum per person deposit of £300 or 15% of the holiday cost (whichever is the greater). For certain arrangements and at certain periods, especially (but not limited to) air tickets, accommodation, rail or touring products, Christmas and Easter, a higher deposit may be required and you will be notified of this prior to booking. The balance payment of the price of your travel arrangements must be paid at least 8 weeks before your departure date and for certain arrangements this payment may be required earlier and you will be advised of the amount and the date payment is required. If the deposit is not paid in the specified time, we will cancel your travel arrangements. If the balance is not paid in the specified time, we will cancel your holiday and retain your deposit. When you buy a flight inclusive holiday through one of our authorised travel agents, all monies you pay to the travel agent are held by him on behalf and for the benefit of the Trustees of the Air Travel Trust at all times. This is subject to the agent's obligation to pay all monies to us for so long as we do not fail. If we fail, any money held at that time by the agent, or subsequently accepted from you by them, is and continues to be held on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us. When you buy a holiday not including a flight, all monies you pay to the travel agent for your holiday with us are held by them on our behalf at all times. Prices shown on your quotation will be based on a specified exchange rate/s. This is subject to change until you confirm your booking and your confirmation issued. Once your booking is confirmed and the confirmation issued the price will not change other than for local and national government and regulatory authority decisions and imposition e.g. (but not limited to) taxes, national park entry fees etc.

5. If You Change Your Booking If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, within one year, we will endeavour to make these changes but it may not always be possible. Any request for changes must also be made in writing by the person who made the booking or via your travel agent. You will be asked to pay an administration charge of £30 per altered item included on the confirmation plus any further reasonable costs we incur in making this alteration (which includes any costs or charges incurred or imposed by any of our suppliers). You should be aware that these costs could increase the closer to departure date that changes are made and you should contact us or your travel agent as authorised by us as soon as possible. Note: Certain travel arrangements e.g. (but not limited to) air tickets, accommodation, rail or touring products, may not be changeable after the reservation has been made and confirmed and any alteration request (including a transfer of your booking) could incur a cancellation charge of up to 100% of that part of the arrangements as applied by our suppliers. You have a right to transfer your booking to another person (introduced by you) without having to pay the applicable cancellation charges. Any transfer needs to be requested in writing at least 7 days before departure and must be accompanied by the name and other applicable details of the intended replacement person. However, this right to transfer is subject to: a) the replacement person satisfying all applicable conditions for each and every component part of the itinerary; b) both you and the replacement person being equally liable for all the costs incurred in making the transfer including any costs imposed or incurred by our suppliers of the various elements of the package and an administration charge of £30 per person whose booking is transferred.

6. If You Cancel Your Booking You, or any member of your party, may cancel travel arrangements at any time. Written notification from the person who made the booking or from your travel agent must be received at our offices for this to take effect. Since we incur costs from the time we confirm your booking and

in cancelling any travel arrangements, you will have to pay the applicable cancellation charges as shown in the table in Clause 7. In calculating these cancellation charges, we have taken account of possible cost savings and the generation of income from other bookings which may be able to utilise cancelled services to the extent this is likely to be achievable for tailor-made holiday arrangements. Note: if the reason for your cancellation is covered under the terms of your travel insurance policy, you may be able to reclaim these charges. In the event of unavoidable and extraordinary circumstances (see clause 7) occurring in the destination of your holiday or its immediate vicinity which significantly affect the performance of the contracted arrangements or the carriage of passengers to that destination, you will be entitled to cancel your booking before departure without paying cancellation charges. In such circumstances, we will arrange for your booking to be terminated and for you to receive a full refund. We will observe advice provided by the UK Foreign & Commonwealth Office for travel to the countries we feature in our programmes.

7. If We Change Or Cancel Your Booking It is unlikely that we will have to make any alterations to your travel arrangements but as we plan them many months in advance, we may occasionally have to make changes and reserve the right to do so at any time. Most of these changes will be insignificant and we will advise you or your agent of them before departure. Examples of, but not limited to, insignificant changes include alteration of your outward/ return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same or higher standard and changes of carriers. Occasionally, before departure, we may be constrained by circumstances beyond our control to make a significant alteration to any of the main characteristics of the travel services that form part of your confirmed booking or to any special requirements which we have accepted as referred to in clause 14. Where we do so, the remainder of this clause will apply. All other alterations will be treated as insignificant changes. In the event we have to make a significant alteration as referred to above, we will provide you or your travel agent with the following information in writing as soon as possible: (i) the proposed alteration(s) and any impact they have on the price; (ii) in the event that you do not wish to accept the alteration(s), details of any substitute package we are able to offer (and any price reduction where this is of a lower quality or cost); (iii) your entitlement to cancel your booking and receive a full refund if you do not want to accept the alteration(s) or any substitute package offered; and (iv) the period within which you must inform us of your decision and what will happen if you don't do so. If you choose to cancel your booking, we will refund all payments you have made to us within 14 days of the date we receive your written cancellation. If we do not hear from you with your decision within the specified period (having provided you with the above mentioned information for a second time), we will cancel your booking and refund all payments made to us within 14 days of our doing so. Where appropriate, we will pay you the compensation set out in the table below. No compensation will be payable or other liability accepted where a change results from unavoidable and extraordinary circumstances (see below).

We also reserve the right to cancel your confirmed travel arrangements as set out below. We will only cancel a confirmed booking where you have failed to make payment when due or where we do so more than 8 weeks before your departure date, or, at any time, where we are prevented from performing your contracted arrangements as a result of unavoidable and extraordinary circumstances (see below). Where we have to cancel your holiday in these circumstances, we will refund all monies you have paid to us within 14 days of the date we inform you of the cancellation but will have no further or other liability to you including in respect of compensation or any costs or expenses you incur or have incurred. We will of course endeavour to offer you comparable alternative arrangements where possible which you may choose to book in place of those cancelled.

Period before departure within which notice of cancellation or major change is received by us or notified to you.	IF WE MAKE A MAJOR CHANGE TO YOUR HOLIDAY	IF WE CANCEL YOUR HOLIDAY	IF YOU CANCEL YOUR BOOKING
	Amount you will receive from us pp	Amount you will receive from us.	MAXIMUM amount of cancellation charge*
More than 56 days	Nil	Deposit only	Deposit Only
56 - 43 days	£20	Monies paid + £20	50% of holiday cost
42 - 31 days	£30	Monies paid + £30	75% of holiday cost
30 - 0 days	£50	Monies paid + £50	100% of holiday cost

The compensation we offer does not preclude you from claiming more if you are entitled to do so.

*- In some circumstances higher cancellation fees may be applied by certain of our suppliers, for example (but not limited to) airlines, accommodation, rail or touring products. Should this be the case you or your agent will be notified of such fees before confirming your booking and these will apply in the event of a cancellation. These fees may be any amount up to 100% of the cost of the individual product and apply at any time.

UNAVOIDABLE AND EXTRAORDINARY CIRCUMSTANCES

In these booking conditions, "unavoidable and extraordinary circumstances" means a situation which is beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Such situations are likely to include, whether actual or threatened, war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, flood, epidemics, fire, airport, port or airspace closures, restrictions or congestion and flight restrictions imposed by any regulatory authority or other third party. Except where otherwise stated, we have no liability, including for compensation, costs and expenses, in such situations where the performance or prompt performance of our contractual obligations is prevented or affected by or you otherwise suffer any damage or loss (as more fully described in clause 9(b)) as a result.

8. If You Have A Complaint If you encounter a problem or have cause for complaint with your travel arrangements, it should be reported immediately to our local supplier (e.g. hotel manager, transfer company etc.), and as soon as possible to our local representative/agent (if applicable) and they will try to rectify the problem at the time. If no representative/agent is available, or if the matter has not been resolved to your satisfaction please, if the matter is urgent and needs immediate attention, refer to your travel documents for our contact details and 24/7 emergency contact telephone number and contact us as soon as possible. If your complaint cannot be resolved locally having reported it, you must follow this up with us within 28 days of your return home by writing to our Customer Services Department at: Box Tree House, Northminster Business Park, York, YO26 6QU including your booking reference and all other relevant information. Please keep your letter concise and to the point. If you fail to follow the requirement to report your complaint as soon as possible during your holiday we will have been deprived of the opportunity to investigate and rectify it and your right to claim any compensation you may otherwise have been entitled to may be affected or even lost as a result. Please also see clause 3 above on ABTA.

9. Our Liability To You (a) We promise to make sure that all parts of the holiday we have agreed to arrange, perform or provide as part of our contract with you are arranged, performed or provided with reasonable skill and care. This means that, subject to these booking conditions, we will accept responsibility if, for example, you suffer death or personal injury or your contracted holiday arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing, as applicable, your contracted holiday arrangements. Please note, it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim.

(b) We will not be responsible for any injury, illness, death, loss (including loss of enjoyment or possessions), damage, expense, cost or other sum or claim of any nature or description whatsoever which results from any of the following: i) the acts or omissions of the person(s) affected or ii) the acts or omissions of a third party not connected with the provision of your tour and which were unforeseeable or unavoidable or iii) unavoidable and extraordinary circumstances (see clause 7). In addition, we will only be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work we had asked them to do (for agents and suppliers).

(c) We will not be responsible where you do not enjoy your tour or suffer any problems because of a reason you did not tell us about when you booked your tour or where any problems you suffer did not result from any breach of our contract or other fault of ourselves or, where we were responsible for them, our suppliers or agents or where any losses, expenses, costs or other sum you have suffered relate to any business (including self-employed loss of earnings). We cannot accept responsibility for any services which do not form part of our contract. This includes, for example, any additional services, activities or facilities which your hotel or any other supplier agrees to provide for you where the services, activities or facilities are not advertised by us as forming part of your tour and we have not agreed to arrange them as part of our contract and any excursion, activities or other services you purchase prior to or during your tour. In addition, regardless of any wording used by us in any quotation, confirmation, advertising or elsewhere, we only promise to use reasonable skill and care as set out above and we do not have any greater or different liability to you.

(d) The promises we make to you about the services we have agreed to provide or arrange as part of our contract, and the laws and applicable standards of the country in which your claim or complaint occurred, will be used as the basis for deciding whether the services in question had been properly provided. If the particular services which gave rise to the claim or complaint were provided

in compliance with the applicable local laws and standards, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and standards of the UK which would have applied had those services been provided in the UK. The exception to this is where the claim or complaint concerns the absence of a safety feature which might lead a reasonable participant to refuse to take the tour in question. This exception does not, however, apply to the absence of seatbelts in vehicles contracted outside the UK as this may not be a legal requirement elsewhere. Please note, however, our obligation is to exercise reasonable skill and care as referred to in clause 9(a). We do not make any representation or commitment that all services will comply with applicable local laws and standards and failure to comply does not automatically mean we have not exercised reasonable skill and care.

(e) Except as set out in clause 9(f) or as otherwise permitted by English law, we do not limit the amount of damages you are entitled to claim in respect of personal injury or death which we or our employees have caused intentionally or negligently. For all other claims, if we are found liable to you on any basis, the maximum amount we will have to pay you is three times the total tour cost (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total unless a lower limit applies to your claim under clause 9(f). This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your tour.

(f) Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements (including the process of getting on and / or off the transport concerned) provided by any air, sea or rail carrier

to which any international convention or EU regulation applies, our liability (including the maximum amount of compensation we will have to pay you, the types of claim and the circumstances in which damages / compensation will be payable) will be limited as if we were the carrier in question as set out below. The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any basis is the most the carrier concerned would have to pay under the applicable international convention or EU regulation which applies to the travel arrangements in question (for example, the Warsaw Convention as amended or unamended and the Montreal Convention for international travel by air and/or for airlines with an operating licence granted by an EU country, the EC Regulation on Air Carrier Liability No 889/2002 for national and international travel by air, EC Regulation 392/2009 on the liability of carriers of passengers in the event of accidents and/or the Athens Convention (as amended by the 2002 protocol) for international and EU domestic carriage by sea and the Convention of 1980 concerning International Travel by Rail (COTIF) as amended, for travel by rail. Where a carrier would not be obliged to make any payment to you under the applicable international convention or EU regulation in respect of a claim or part of a claim, we similarly are not obliged to make a payment to you for that claim or part of the claim. When making any payment, we will deduct any money which you have received or are entitled to receive from the carrier for the claim in question. Copies of the applicable international conventions and EU regulations are available from us on request.

10. Prompt Assistance Overseas In the event you end up in difficulty (of any sort) during your tour, we will provide you with appropriate assistance as soon as reasonably possible including by the provision of appropriate information on health services, local authorities and consular assistance and by assisting you to make distance communications and to find alternative travel arrangements as may be applicable. Where you are in difficulty as a result of your negligence, we may charge you a reasonable fee for this assistance which will not exceed the costs we actually incur.

11. Passports, Visas, Immigration, Health And Other

Documentation General information in respect of passport, visa and health requirements will be provided before your booking is confirmed. Requirements may change and you must check the up to date position in good time before departure. General information is provided on the basis that all persons travelling are British citizens with a British passport. If this is not the case, it is your responsibility to advise us or your travel agent as authorised by us accordingly in writing. Your specific passport, visa and other immigration requirements are your responsibility and you should confirm these with the relevant embassies, high commissions and/ or consulates. It is your responsibility to ensure you are aware of all recommended and required vaccinations and health precautions in good time before departure. Details are available from your GP surgery and travel clinics and from the National Travel Health Network and Centre www.travelhealthpro.org.uk Information on health is also available on www.nhs.uk/live-well/healthy-body/before-you-travel We will notify you of any health requirements (such as mandatory inoculations) that must be satisfied in order to gain entry into your tour destination(s). However, health requirements and recommendations may change at any time and you must check the up to date position in good time before departure.

It is your responsibility to ensure that all other documentation and requirements such as (but not limited to) driving licences & permits, travel insurance, health certificates etc. are correct for the country/ies being visited. All costs incurred in obtaining such documentation must be paid by you. We do not accept responsibility if you cannot travel or fulfil your travel arrangements because you have not complied with any passport, visa, immigration requirements or other documentation requirements or any health formalities. Should this happen refunds will not be due to you or any member of the travelling party. If failure to have any necessary travel or other documents results in fines, surcharges or other financial penalty being imposed on us or expenses or costs

being incurred by us, you will be responsible for reimbursing us accordingly.

12. Brochure And Website Accuracy Every effort is taken to ensure the accuracy of the information in our brochure and on our website. However, changes to such information can be made at any time and we reserve the right to make such changes after publication of our brochure or the publication of the information on our website. As far as possible, your quotation and travel documents will contain the latest relevant information and where we are notified of such changes by our supplier partners or other bodies we will make every effort to advise you or your travel agent. However, should we not be able to do so we cannot be held liable for such changes. We accept no responsibility for information and advice provided by any third party websites or telephone numbers shown in our brochure or on our website.

13. Insurance It is a condition of booking your holiday that you take out suitable insurance cover at the time of confirming your booking. Your insurance must include sufficient cover for cancellation or curtailment of your holiday as well as the cost of repatriation in the event of accident or illness and relevant to the areas you are visiting and the activities you are undertaking. We neither provide nor advise on insurance cover. It is your responsibility to arrange suitable and adequate travel insurance to cover all components and services of your holiday whether arranged by us or by you directly. You must advise us of your insurer and policy number.

14. Clients with reduced mobility, disabilities or other medical conditions If you suffer from reduced mobility or have any other medical condition or disability which may affect your holiday or any special requirements as a result of reduced mobility or any medical condition or disability (including any which affect the booking process), please tell us or our authorised travel agent before you confirm your booking so that we can assist you in considering the suitability of the arrangements and/or making the booking. Before you make your booking, we will advise you as to whether the proposed arrangements are generally suitable for someone with reduced mobility or disability as advised to us. When we refer to reduced mobility, this means any material reduction in mobility whether this is permanent or temporary and whether caused by age or by physical or mental disability or impairment or other cause of disability. However, reduced mobility of course means different things to different individuals as we fully appreciate that individual capabilities, restrictions and requirements are likely to vary considerably. It is your responsibility to ensure we are given all information we need before booking (including any related special requirements) to enable us to advise you on the suitability of the arrangements. Full details should be provided in writing at the time of booking and whenever any change in your mobility or any medical condition or disability occurs (including after booking). Please ensure you obtain confirmation in writing from us that a special requirement(s) will be complied with (where it is possible to give this). Special requirements which we have accepted will be specifically confirmed as accepted on your confirmation.

15. Arrangements not made by us Only travel services booked by us on your behalf will be included as part of our package holiday and covered by these booking conditions. Excursions or other activities or other services that you may choose to book or pay for prior to your departure or whilst you are on holiday are not part of your package holiday contract with us. For any excursions, activities and other services which you book prior to or during your holiday or directly with any third party at any time, your contract will be with the operator of the excursion, activity or service and not with us. We are not responsible for the provision of the excursion, activity or other service or for anything that happens during the course of its provision. We cannot accept any liability on any basis in relation to such excursion, activity or other service and the acceptance of liability contained in clause 9(a) above will not apply to them. We do not however exclude liability for the negligence of ourselves or our employees resulting in your death or personal injury.

16. Foreign office advice The UK Foreign & Commonwealth Office publishes regularly updated travel information and guidance for travellers on its website for all the countries we arrange itineraries to. You should take time to view this at www.gov.uk/foreign-travel-advice and www.travelaware.campaign.gov.uk and are recommended to consult before booking and in good time before departure.

17. Flights In accordance with EU Directive EC No 2111/2005, we are required to bring to your attention the existence of a 'Community List' which contains details of airlines which are subject to an operating ban within the EU. The Community List is available for inspection at www.ec.europa.eu/transport/modes/air/safety/air-ban_en We are required to advise you of the carrier(s) (or, if the carrier(s) is not known, the likely carrier(s)) that will operate your flight(s) at the time of booking. Where we are only able to inform you of the likely carrier(s) at the time of booking, we shall inform you of the identity of the actual carrier(s) as soon as we become aware of this. Any changes to the operating carrier(s) after your booking has been confirmed will be notified to you as soon as possible. We are not always in a position at the time of booking to confirm the flight timings which will be used in connection with your flight. The flight timings detailed on your confirmation letter or elsewhere are for guidance only and subject to alteration and confirmation. The latest timings will be shown on your travel documents which will be dispatched to you approximately two weeks before departure. You must accordingly check your tickets very carefully immediately on receipt to ensure you have the correct flight times. It is possible that flight times may be changed even after tickets have been dispatched. We will contact you as soon as possible if this occurs but you must also check the flight times with the applicable airline/s yourself.

Any change in the identity of the carrier, flight timings and/or aircraft type (if advised) will not entitle you to cancel or change to other arrangements without paying our normal charges except where specified in these conditions. If the carrier with whom you have a confirmed reservation becomes subject to an operating ban as above as a result of which we / the carrier are unable to offer you a suitable alternative the provisions of clause 7 will apply.

18. Your Privacy And Data Protection Our full Privacy & Cookie Policy is available on our website at www.african-pride.co.uk/privacy-policy-and-cookies Your privacy and the protection of your data is of the utmost importance to us. We abide by all the applicable requirements of the Data Protection Legislation as implemented by the UK Government and the European Union and as amended and implemented in the future and we have taken all reasonable steps to have appropriate security measures in place to protect your information. All mention of and referral to data herein relates to that held in both paper and electronic formats and we take full responsibility for ensuring that proper security measures are in place to obtain, process and safeguard your information. All referral to 'you' in this section also refers and covers all other members of the party included in this booking and it is your responsibility to ensure this is communicated to them. All referral to 'you' in this section also refers to 'your agent' should your booking be made through such a channel. All personal data provided by you will be deemed to have been given with consent in order to be obtained, processed and stored by us to provide the travel arrangements as booked and to fulfil our obligations under the required Data Protection Legislation. You are entitled at any time to request and view what data we hold on you. You are entitled to request the removal of any data we hold on you, other than that which is required to be kept by law for a period of time such as, but not limited to, name and contact details, in order that we may fulfil our obligations under law. We aim to

delete all such data within 21 days. All data that is not required to be kept under law will be retained for a specified period and deleted not later than the end of the sixth calendar month from the date of your return. Please note that where information is also held by your appointed agent this is subject to that agent's own data protection policy for which we cannot be held responsible and with whom you should make contact if you have a query regarding the information held on you by them. We are responsible only for the information provided by your agent to us, or by yourself directly. Should we at any time be acquired by another party in whole or in part, we will be required to pass any data we hold on you onto such party in order that they be able to fulfil the responsibilities and obligations we were required to when your booking was accepted and confirmed by us and as required by law.

Any of our supplier partners established in the UK or European Economic Area are similarly required to abide with all Data Protection Legislation. However, as your holiday is outside of the European Economic Area, controls on data protection by our supplier partners in these destinations may not be as applicable and have requirements as followed by us under UK and EU law. We advise our partners to use and protect any data passed to them for the delivery of the service contracted correctly and reasonably and in line with the requirements applicable here. However, we cannot be held responsible for their processes and actions in ensuring this is carried out.

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements and the obligations placed on us to process your booking, we will contact you to obtain information, ask questions and seek clarification on a number of matters. We are then required to use and process the information provided (such as names, contact details, credit/debit card details, any special dietary requirements, medical requirements, preferences, interests disability, mobility issues etc.). We need to pass certain information held on you to the relevant suppliers of your travel arrangements such as airlines, hotels, transport companies etc. The information may also be provided to public authorities such as customs/immigration if required by them, or as required by law. Should you choose to not provide us with all requested information then we may not be able to provide you with the requested travel arrangements and may decline to process your booking.

We will not pass any information onto any person, organisation or body not responsible for your travel arrangements or part thereof, subject to the above. This applies to any and all information that you give us such as details of disabilities or dietary/religious requirements etc. If we are not permitted to pass such information to the relevant suppliers, we cannot provide your booking. In making this booking you consent to this information being passed on to the relevant person/s, company/ies or authority/ies as required under this section and/or by law.

We will hold your information, as provided to us, and may use it to inform you in the future of offers, news, items of interest and brochures. If you do wish to receive such approaches please advise us by email on info@african-pride.co.uk You may withdraw from this service at any time by advising us directly by phone on **01904 619428**, or by email on info@african-pride.co.uk or in writing to **African Pride, Box Tree House, Northminster Business Park, York, YO26 6QU**.

Effective 26 January 2023.